



# Planning for a New Workplace Paradigm



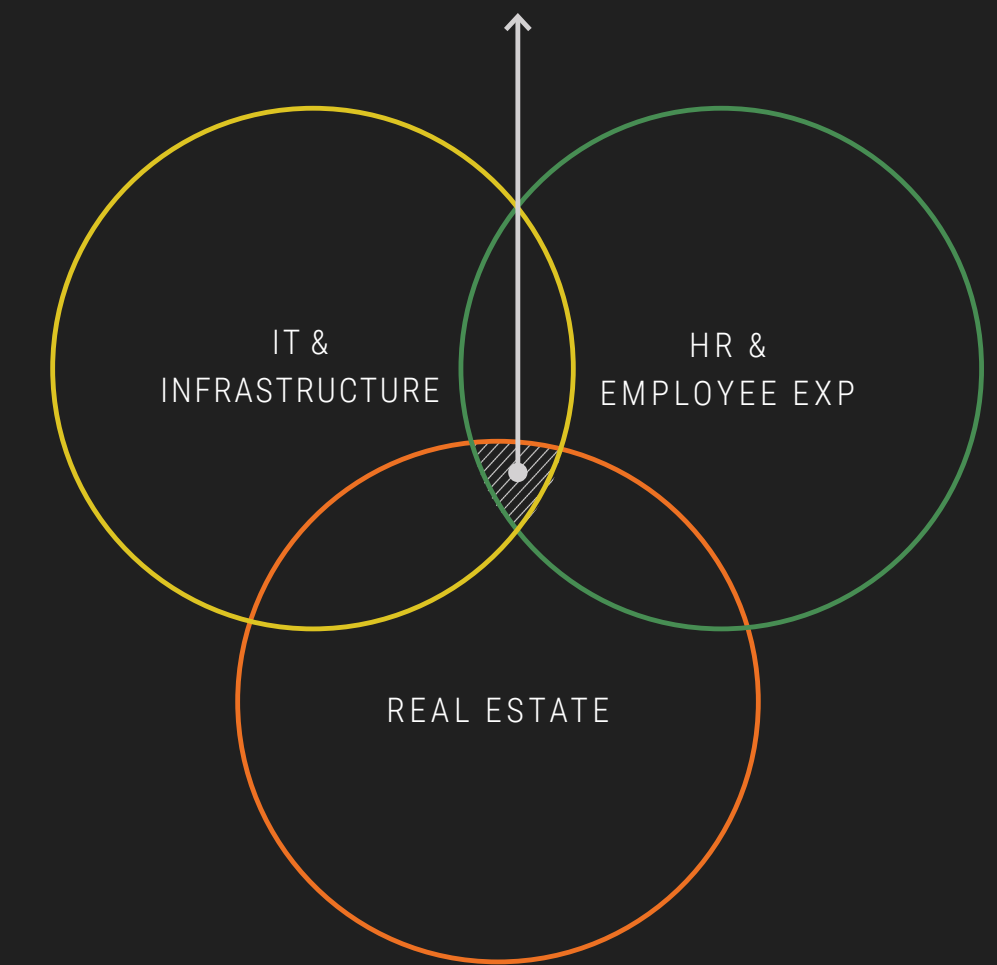
# What's next?

The novelty of Work from Home is wearing off and many eagerly anticipate a return to “normal.” But our expectations have been forever changed. We demonstrated resiliency and an ability to adapt. We have experienced a multitude of benefits working differently. We are effective working apart—but sometimes we’re better together. We have a heightened appreciation for choice and flexibility. As much as we sought freedom to work outside the office walls, we miss the office experience. Looking ahead, we seek comfort in a return to familiar elements of the past. But to capitalize on what we have learned, the way we work and where we work must evolve.

Experts and pundits forecast an increase in remote work and a decline in the need for office space and tout the new “Hybrid Workplace.” But what does that mean? For me? My team? My company? In order to answer that, business objectives, employee needs, and the role of the office require a fresh assessment. Now is a pivotal point to consider a fresh look at your current Workplace Strategy and capitalize on new opportunities. Stantec recognizes the interconnected nature of people, place and technology in the workplace, and we have both the breadth and depth of experience to address each aspect in defining a new workplace strategy.



## WORKPLACE STRATEGY



### STANTEC SERVICES

#### **Real Estate**

- Facilities Master Planning
- Environmental Performance & Resiliency
- Interior Design
- Lighting
- Acoustics

#### **IT & Infrastructure**

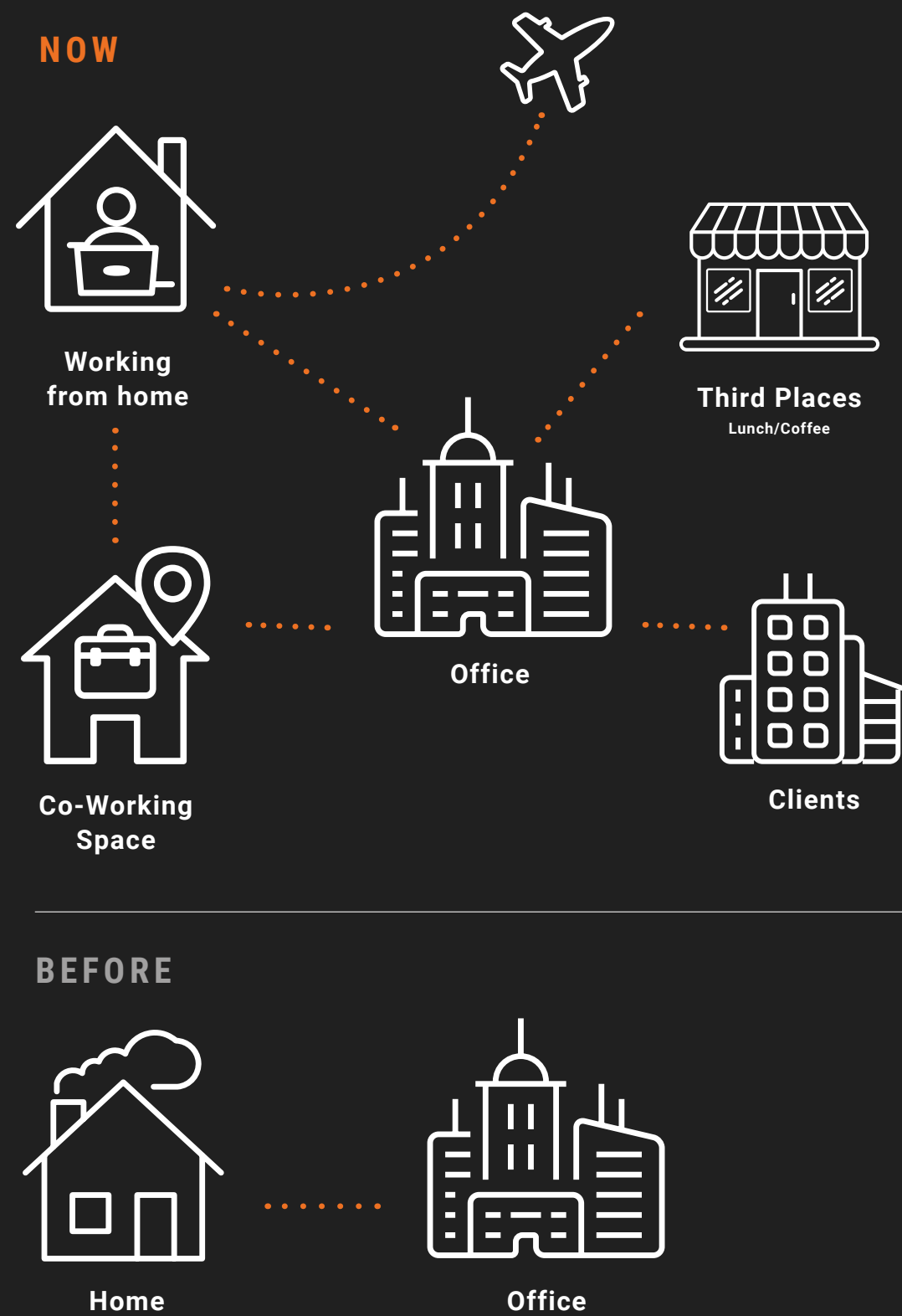
- AV / IT Integration Services

#### **Employee Experience**

- Workplace Strategy Consulting
- Change Management
- Experiential Branding

## THE WORKSPACE ECOSYSTEM

A more flexible, mobile workforce will operate beyond home and the office. Successful leaders and managers will actively work to connect their teams and apply strategies to maintain and foster culture and engagement. Technology will not only enable mobility, it will extend to tools to manage building data and provide data analytics of use and employee experience.



# Choice and the power of place

The nature of work has changed dramatically, and in many instances, the workplace has not kept pace. Offices may be updated but the model still follows outdated principles. What is evolving is not a single destination for work, but an ecosystem of spaces and places. Today's employee operates in a variety of work modes, and technology enables that work to happen in any number of places. Creating a High-Performance Workplace means identifying those various modes and understanding work flows and organizational relationships to provide the best employee experience and support their work in ways that other options cannot.



# Stantec puts people first

It's one of our guiding principles. We take a Human-Centered approach to strategy, planning and design, knowing that design and the built environment have profound impact. Investing in a High-Performance Workspace delivers on operational metrics, and supports business objectives, by optimizing for the human factor.

Change is constant and occurring at an accelerated pace. Competition, innovation, and the pressures on margins require clear priorities and strategies for the pulling and pushing of levers to drive positive results. Globally and across all sectors, business has demonstrated the ability to respond rapidly to profound disruption. What we've learned in the process provides the foundation for a re-envisioning of the workplace, how we define it, and its purpose.

Change brings with it opportunities. Armed with a clear understanding of your goals and priorities, Stantec asks "what if?" Doing so begins an exploration of new possibilities as we challenge the status quo to ensure that the workspace is directly aligned to your evolving business goals and tightly integrated with your unique Workplace Ecosystem. Within this process, we seek to surface inefficiencies, misalignments and design solutions that maximize the investment in your workspace.



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## HIGH PERFORMANCE WORKSPACE

### Human Factor

Wellness has taken the spotlight. Design plays a crucial role in delivering on physical well-being and supporting mental resilience in the workplace. Touchless technology, HVAC, and anti-microbial materials, along with lighting, acoustics, and biophilic considerations support wellness in the broadest sense. The office also supports connection. Our research demonstrates employees miss and highly value the workplace for face-to-face collaboration and engaging socially with colleagues. On-boarding, mentoring and managing practices have been re-evaluated, with a fresh appreciation for the importance of "in-person" interactions.

### Business Objectives

81% of our survey respondents indicated they can effectively complete individual work at home. So when asked, "Why come to the office?", Stantec clients called out the importance of place in communicating brand and purpose and cultivating a sense of belonging and culture. Co-location increases the frequency of communication and can speed decision making. The office's role is shifting from a place for individual work to one that enables collaboration and fosters community. A positive workplace experience fosters engagement and connection; top non-monetary benefits that support employee satisfaction, enhancing efforts to attract and retain talent.



### Operational Metrics

Creating a workplace that uses space efficiently is key. But utilization is crucial. Stantec partners with clients to design bespoke workspaces that deliver on both. We have developed a database of workplace projects across a breadth of sectors and corporate size, allowing us to guide new projects with benchmarking data. We work with clients to define a workplace strategy built on an understanding of user needs and business objectives. The resulting balance of activity based spaces creates a workplace experience that maximizes use and minimizes waste.

# Planning for a new way of working

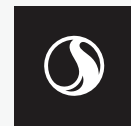
A workplace strategy that incorporates new learning about the way we work and where we can work will likely result in changes to the status quo. Effectively defining those changes and implementing that new strategy requires an understanding of the ripple effects and impacts of change across the organization, whether it's technology standards, new HR and management practices, or simply where teams are located. Stantec's process addresses charting the course for a new workplace holistically, setting up the foundation for both design excellence and effective change management.



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## QUESTIONS TO ASK, TO DEVELOP A SUCCESSFUL WORKPLACE STRATEGY:

- 1) How has the way we work changed since the current workspace was designed?
- 2) Do we understand the various workstreams and processes that happen within the company?
  - Does a “one-size-fits-all” approach meet their needs effectively and efficiently?
- 3) What goals do we have for, or what challenges are we facing regarding:
  - Employee satisfaction
  - Innovation and inter-department cross-pollination
  - Speed-to-market
  - Technology integration
  - Sustainability and resiliency
  - Customer engagement
  - Others?
- 4) Does our current workplace help or hinder us in those goals, and what changes would be beneficial?
- 5) How much risk is acceptable for those anticipated benefits?
  - Should we pilot concepts and new ideas before implementing?
- 6) What is the appetite for change within the organization, and how will we prepare employees for change?
- 7) How will we measure the success of our investment in the workplace?



# Workplace Transformation at Stantec

As you consider the transformation of your workplace to address new ways of working, Stantec has you covered. We have the expertise in consulting, design, and specialty services to address your workplace needs in an integrated and comprehensive manner.

[stantec.com/workplace](https://stantec.com/workplace)



## QUICK LINKS: SERVICES

[Workplace Consulting](#)

[Interior Design](#)

[Lighting Design](#)

[Sustainability](#)

[Acoustics](#)

[Smart Buildings](#)

[Experiential Branding](#)

## IDEAS

[Healthy Spaces](#)

[Not all workplace sound is bad](#)

[Designing a flexible workplace](#)

[A guide to workplace metrics](#)

[Misaligned Workplace: What COVID-19 Taught Us](#)

[Technology and the workplace we will return to](#)